



Patent
Attorney's Docket No. 025000-073

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Thomas H. BATEMAN et al.

Application No.: 10/663,740

Filed: September 17, 2003

For: METHOD AND SYSTEM FOR
COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER
CONTACT CHANNEL CHANGING
SYSTEM

Group Art Unit: 2182

Examiner: Unassigned

Confirmation No.: 2659

REQUEST FOR CORRECTED OFFICIAL FILING RECEIPT

Commissioner for Patents
Office of Initial Patent Examination
Customer Service Center
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed is a copy of the Official Filing Receipt marked in red to show correction that is needed. The corrections are as follows.

Under **Domestic Priority data as claimed by applicant**, change the filing date for 09/239,701 to --01/29/1999--.

We believe that the correct filing date of the parent application (Application S/N 09/239,701) to the present application is January 29, 1999, and not January 28, 1999 as appears on the present Official Filing Receipt. We have enclosed several documents related to the filing, prosecution, and issuance of the parent '701 application in support of the present Request.

Enclosed is a copy of the application transmittal letter in the present application which indicates the filing date of January 29, 1999 for parent Application No. 09/239,701 (Exhibit 1). Enclosed also is the filing postcard for the '701 application, which was date-stamped by the Patent Office on January 29, 1999 (Exhibit 2). Also enclosed is a copy of the Filing Receipt for the '701 application, noting a filing date of January 29, 1999 (Exhibit 3). Further, we have enclosed a copy of the Notice of Allowance and Issue Fee Due in the '701 application, also indicating a filing date of January 29, 1999, 1999 (Exhibit 4). The cover page of the Letters Patent for the 6,311,231 patent, which issued from the '701 application, also indicates January 29, 1999 as the filing date for

Application No. 10/663,740
Attorney Docket No. 025000-073

U.S. Application No. 09/239,701 (Exhibit 5). Finally, we have enclosed a copy of a Corrected Filing Receipt for U.S. Application No. 09/239,701 that was mailed on April 9, 2003, nearly 18 months after the issue of the patent, and which inexplicably has changed the filing date to January 28, 1999. We did not request a corrected filing receipt in this application, and we are unaware of any reason why the Patent Office would attempt to alter the filing date.

Issuance of a corrected Official Filing Receipt is respectfully requested.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

Date: January 23, 2004

By: 

William N. Hughes
Registration No. 44,481

P.O. Box 1404
Alexandria, Virginia 22313-1404
(703) 836-6620

Early Publication Request: No

Title

Method and system for coordinating data and voice communications via customer contact channel changing system

Preliminary Class

710

**LICENSE FOR FOREIGN FILING UNDER
Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15**

GRANTED

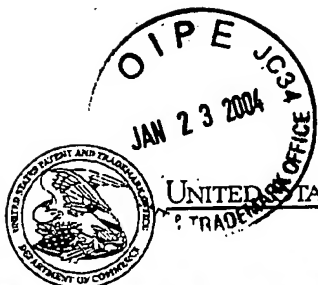
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NOT GRANTED

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15(b).



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| APPL NO. | FILING OR 371 (c) DATE | ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLMS | IND CLMS |
|------------|---------------------------|----------|---------------|-----------------|----------|----------|----------|
| 10/663,740 | 09/17/2003 | 2182 | 1626 | 025000-073 | 11 | 36 | 10 |

CONFIRMATION NO. 2659

21839
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POST OFFICE BOX 1404
ALEXANDRIA, VA 22313-1404

FILING RECEIPT



OC000000011451588

Date Mailed: 12/10/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

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Robert James Ouellette, Saint John, CANADA;

Assignment For Published Patent Application

Innovatia, Inc.;

Domestic Priority data as claimed by applicant

01/29/1999
This application is a CON of 09/950,801 09/13/2001 PAT 6,668,286
which is a CON of 09/239,701 01/28/1999 PAT 6,311,231 *
which is a DIV of 08/532,537 09/25/1995 PAT 5,884,032
(*)Data provided by applicant is not consistent with PTO records.

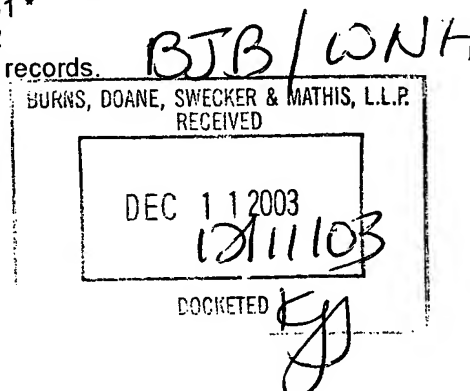
Foreign Applications

DEC 12 03

If Required, Foreign Filing License Granted: 12/09/2003

Projected Publication Date: 03/18/2004

Non-Publication Request: No





Inventor: Thomas H. BATEMAN et al Appln. No. Attorney's Docket No. 8
Docket No.: 025000-084 265 Work Atty: WLM Date: January 29, 1999

Title: METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP

Dkt. Clerk Initials



The following was/were received in the U.S. Patent and Trademark Office on the date stamped hereon:

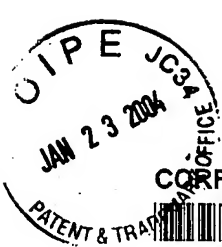
- | | | |
|---|--|--|
| <input type="checkbox"/> Utility Patent Application Transmittal | <input checked="" type="checkbox"/> Copy Executed Declaration/Power of Attorney | <input checked="" type="checkbox"/> Check for \$ <u>760.00</u> is enclosed |
| <input type="checkbox"/> Design Patent Application Transmittal | <input type="checkbox"/> Unexecuted Declaration/Power of Attorney | <input type="checkbox"/> Check for \$ _____ is enclosed |
| <input type="checkbox"/> Continuing Prosecution Application Request | <input type="checkbox"/> Small Entity Declaration | <input type="checkbox"/> Charge \$ _____ to Deposit Account |
| <input type="checkbox"/> Provisional Application Cover Sheet | <input type="checkbox"/> Assignment/Assignment Recordation Form Cover Sheet (PTO-1595) | <input checked="" type="checkbox"/> Copy of Associate Power of Attorney |
| <input type="checkbox"/> Provisional Application Transmittal | <input type="checkbox"/> Claim for Convention Priority w/ _____ certified copy(s) | <input checked="" type="checkbox"/> Postcard |
| <input checked="" type="checkbox"/> Continuation/Divisional Application (Rule 1.53(b)) with copy of application | <input checked="" type="checkbox"/> Preliminary Amendment | <input type="checkbox"/> |

INCLUDING:

- | | |
|---|--|
| <input checked="" type="checkbox"/> specification (pages 1 - <u>24</u>) | <input type="checkbox"/> Information Discl. Statement Transmittal Letter |
| <input checked="" type="checkbox"/> claims (claim(s) 1 - <u>36</u> , <u>12</u> pgs.) | <input type="checkbox"/> Information Disclosure Citation (PTO-1449) |
| <input checked="" type="checkbox"/> drawings (Fig(s). 1 - <u>11</u> , <u>11</u> pgs.) | <input type="checkbox"/> Information Disclosure Statement w/ _____ document(s) |
| <input checked="" type="checkbox"/> Abstract of the Disclosure | <input type="checkbox"/> Petition for _____ Month Extension of Time |
| | <input type="checkbox"/> Constructive Petition for Extensions of Time |



(12/97)



CORRECTED FILING RECEIPT



OC00000005090472


 UNITED STATES DEPARTMENT OF
COMMERCE
Patent and Trademark Office

 Address: ASSISTANT SECRETARY AND
COMMISSIONER OF PATENT AND TRADEMARKS
Washington, D.C. 20231

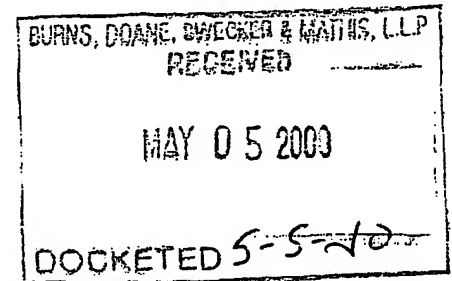

| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------|--------------|---------------|-----------------|----------|------------|------------|
| 09/239,701 | 01/29/1999 | 2758 | 760 | 025000-065 | 11 | 14 | 3 |

 21839
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ALEXANDRIA, VA 223131404

Date Mailed: 05/02/2000

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

 THOMAS H. BATEMAN, SAINT JOHN, CANADA;
BRUCE E. KIERSTEAD, SAINT JOHN, CANADA;
WILLIAM A. NOBEL, SAINT JOHN, CANADA;
TIMOTHY L. CURRY, GONDOLAPT, CANADA;
JOHN A. LOCKETT, SAINT JOHN, CANADA;
LAURIE E. MERSEREAU, WESTFIELD, CANADA;
ROBERT J. OUELLETTE, SAINT JOHN, CANADA;


Continuing Data as Claimed by Applicant

THIS APPLICATION IS A DIV OF 08/532,537 09/25/1995 PAT 5,884,032

Foreign Applications

**

Title

 METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA
CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP

Preliminary Class

709

 Smart & Biggar
025000-065
WLM



UNITED STATES DEPARTMENT OF COMMERCE
Patent and Trademark Office

NOTICE OF ALLOWANCE AND ISSUE FEE DUE

021839 TM01/0614
BURNS DOANE SWECKER & MATHIS L L P
POST OFFICE BOX 1404
ALEXANDRIA VA 22313-1404

RECEIVED 6/10
JUN 18 2001
DOCKETED CS

| APPLICATION NO. | FILING DATE | TOTAL CLAIMS | EXAMINER AND GROUP ART UNIT | DATE MAILED | | |
|---|----------------|--------------|-----------------------------|---------------|-----------|----------|
| 09/239,701 | 01/29/99 | 016 | PERVEEN, R | 2182 06/14/01 | | |
| First Named Applicant BATEMAN, 35 USC 154(b) term ext. = 0 Days. | | | | | | |
| TITLE OF INVENTION METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP | | | | | | |
| ATTY'S DOCKET NO. | CLASS-SUBCLASS | BATCH NO. | APPLN. TYPE | SMALL ENTITY | FEE DUE | DATE DUE |
| 2 025000-025 | 710-005.000 | H65 | UTILITY | NO | \$1240.00 | 09/14/01 |

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED.

THE ISSUE FEE MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED.

HOW TO RESPOND TO THIS NOTICE:

Review the SMALL ENTITY status shown above.
If SMALL ENTITY is shown as YES, verify your current SMALL ENTITY status:

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3-Issue Fee Transmittal should be completed and returned to the Patent and Trademark Office (PTO) with your ISSUE FEE. Even if the ISSUE FEE has already been paid by charge to deposit account, Part B Issue Fee Transmittal should be completed and returned. If you are charging the ISSUE FEE to your deposit account, section "4b" of Part B-Issue Fee Transmittal should be completed and an extra copy of the form should be submitted.

All communications regarding this application must give application number and batch number. Please direct all communications prior to issuance to Box ISSUE FEE unless advised to the contrary.

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YOUR COPY

J. Lee Doe

9/14/01

Smart & Bissar
WCM



US006311231B1

(12) **United States Patent**
Bateman et al.

(10) **Patent No.:** **US 6,311,231 B1**
(45) **Date of Patent:** **Oct. 30, 2001**

(54) **METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE COMMUNICATIONS VIA CUSTOMER CONTRACT CHANNEL CHANGING SYSTEM USING VOICE OVER IP**

(76) **Inventors:** **Thomas Howard Bateman**, 903 Mollins Dr., Saint John, New Brunswick (CA), E2M 4L7; **Bruce Edward Kierstead**, 9 Wasson Ct., Saint John New Brunswick (CA), E2K 2K6; **William Alexander Noble**, 516 Champlain St., Saint John New Brunswick (CA), E2M 1S3; **Timothy Lee Curry**, 115 Lancelot Dr., Gondola Pt. New Brunswick (CA), E2E 1R8; **John Alan Lockett**, 102 Islandview Dr., Saint John New Brunswick (CA), E2M3Z8; **Laurie Edward Mersereau**, 22 Lecroix Dr., Westfield New Brunswick (CA), E0G 3J0; **Robert James Ouellette**, 132 Josselyn Rd., Saint John New Brunswick (CA), E2J 3B5

(*) **Notice:** Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(21) **Appl. No.:** 09/239,701

(22) **Filed:** Jan. 29, 1999

Related U.S. Application Data

(62) Division of application No. 08/532,537, filed on Sep. 25, 1995, now Pat. No. 5,884,032.

(51) **Int. Cl.**⁷ G06F 13/10; G06F 13/14

(52) **U.S. Cl.** 710/5; 710/6; 710/36; 710/39; 709/203; 379/67

(58) **Field of Search** 710/1, 5, 6, 36, 710/39; 709/203; 379/67

(56) **References Cited**

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4,789,962 12/1988 Berry et al. 364/900

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| 5,884,032 | 3/1999 | Bateman et al. | 395/200.34 |

* cited by examiner

Primary Examiner—Thomas Lee

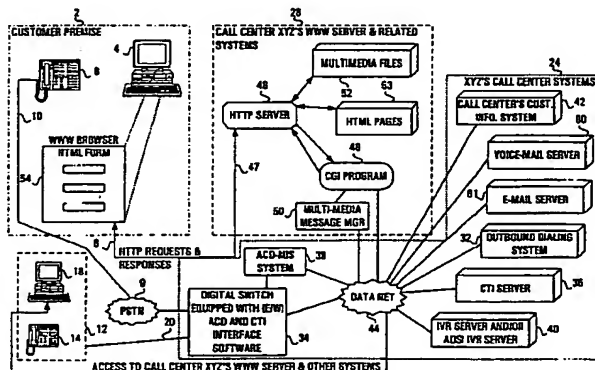
Assistant Examiner—Rehana Perveen

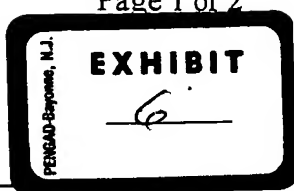
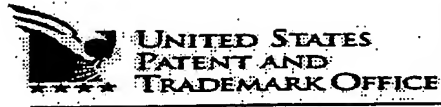
(74) **Attorney, Agent, or Firm**—Burns, Doane, Swecker & Mathis, L.L.P.

(57) ABSTRACT

This invention (The Customer Contact Channel Changer) enables the integration of different Customer Contact Channels such as live call centre ACD (Automatic Call Distribution) agents, ADSI (Analog Display Services Interface) enhanced IVR (Interactive Voice Response) systems and WWW (World Wide Web) servers. The world wide web servers are used to allow customers with computer equipment to access information from an organizations databases in a self service mode. Frequently these customers have questions best answered by human ACD agents. With this invention the connection between the customer with the question and the agent with the answer is done quickly and efficiently with both parties sharing screens of common information. Also control is retained by the customer to make the call happen when they want it.

16 Claims, 11 Drawing Sheets





Commissioner for Patents
Washington, DC 20231
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| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------|--------------|---------------|-----------------|----------|------------|------------|
| 09/239,701 | 01/28/1999 | 2182 | 760 | 025000-065 | 11 | 14 | 3 |

21839
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ALEXANDRIA, VA 22313-1404

CONFIRMATION NO. 6457
CORRECTED FILING RECEIPT

OC000000009806697

Date Mailed: 04/09/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

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JOHN A. LOCKETT, SAINT JOHN, CANADA;
LAURIE E. MERSEREAU, WESTFIELD, CANADA;
ROBERT J. OUELLETTE, SAINT JOHN, CANADA;

Domestic Priority data as claimed by applicant

This application is a DIV of 08/532,537 09/25/1995 PAT 5,884,032

Foreign Applications

If Required, Foreign Filing License Granted: 04/09/2003

Projected Publication Date: None, application is not eligible for pre-grant publication *wlm*

N n-Publication Request: No

Early Publication Request: No

Title

smact + Bigger
025000-065

APR 25 2003

